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QUESTION 1

What are the key considerations to be taken into account when defining the resources and locations for Field Operations?

- A. Network Element deployment plan, Infrastructure plan, Environmental Information, SLA, Subcontractor plan.
- B. Geographical coverage, Infrastructure plan, Environmental Information, Landlord and Local Authority agreements, SLA.
- C. Geographical coverage, Network Element deployment plan, Infrastructure plan, Environmental information, SLA.
- D. Geographical coverage, Network Element deployment plan, Estimated site visits, SLA.

Correct Answer: C

QUESTION 2

Which Network Operations functions require an escalation procedure?

- A. Functions related to Planning.
- B. All functions based in (G)NOC.
- C. Functions related to Care.
- D. All functions of NwOps.

Correct Answer: D

QUESTION 3

What is the MOST effective way to convince the customer to agree to changes in contractual scope?

- A. Collect data and formulate supporting business case showing free services already delivered and material gap between contract scope and actual delivery.
- B. Request that customer does an industry benchmark.
- C. Request that NSN does an industry benchmark.
- D. Collect data and formulate supporting business case with tangible and comprehensive analysis of impact to the business case and profitability.

Correct Answer: D

QUESTION 4

What are the defined Gates in the NSN Sales Work Flow?

- A. 1. Customer Selection 2. Go/No Go 3. Bid/No Bid 4. Approval/No Approval 5. Deal/No Deal 6. Start Delivery.
- B. 1, Receive the RFQ 2, Define Bid Team 3, Create Customer Offer 4. Negotiate Contract
5. Prepare Transition Plan.
- C. 1. Identify Customer Needs 2. Develop a Solution 3. Prepare Commercial Offer 4. Negotiate Contract 5. Prepare PTA.
- D. 1. Receive RFQ 2. Develop Solution 3. Prepare Commercial Offer 4. Negotiate Contract
5. Prepare for Delivery.

Correct Answer: A

QUESTION 5

In the Joint Project Governance Model (part of MS Operations Model). Which of the model levels deal with: Agreement Level Management including change management Program Initiation and follow up Steering operational activity

- A. Joint Operational Level.
- B. Executive Management Level.
- C. Joint Steering Level.
- D. Tactical Management Level.

Correct Answer: C

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